

WHAT IS CLAIMED IS:

A 1. A method for automatically detecting when an agent is available, comprising:
entering an agent ID, by an agent at an agent station when the agent answers a routed
call, the routed call requesting a call-back, the agent ID entered yielding DTMF tones
5 encoding the agent ID corresponding to the agent; and
detecting, by a telephony server, the DTMF tones resulted from the agent ID entered
by the agent.

10 2. The method according to claim 1, further comprising:
routing a call, prior to the entering, by a call center, as the routed call to the agent
station, the routed call being placed based on a request from a user requesting the call-back.

15 A 3. The method according to claim 2, wherein the routing a call comprises:
receiving, by a call center, a call from the telephony server;
detecting, by the telephony server, the DTMF tones, and connecting the call to the
user requesting the call-back.

20 4. The method according to claim 3, further comprising:
receiving, by the telephony server, a request for the call-back issued by the user via a
web page on a browser, the request comprising a telephone number, to be used for the call-
back; and
placing the call, by the telephony server, to the call center.

placing and bridging, by the telephony server, the call-back to the user based on the telephone number after detecting the DTMF tones.

~~6. A system for automatically detecting when an agent is available, the system comprising:~~

a call center;

at least one agent station connecting to at least one agent and the call center;

a telephony server for receiving a request for a call-back from a user, placing a call to the call center, detecting when an agent is available, and placing the call-back from the agent to the user.

a user station from where the user issues the request for the call-back via a web page on the browser, the user station comprising a phone connecting to the telephony server, and an internet device, connecting to the browser.

said internet device includes a personal computer.

a receiver for receiving a request from a user for a call-back;

- a DTMF string generator for converting the request to a DTMF string;
- a transmitter for transmitting the DTMF string;
- a detector for detecting DTMF tones;
- a phone call bridge for placing and bridging the call-back.

10. The system according to claim 9, further comprising a storage for storing the information from the request.

11. A computer-readable medium having program code recorded thereon, which when read and executed by a computer, the computer is caused to:

- generate DTMF tones, at an agent station, based on an agent ID, entered by an agent at the agent station when the agent answers a routed call, the routed call requesting a call-back, the DTMF tones encoding the agent ID corresponding to the agent; and
- detect, by a telephony server, the DTMF tones resulted from the agent ID entered by the agent.

12. The medium according to claim 11, wherein the code further causes the computer to route a call, by a call center, as the routed call, to the agent station, the routed call being placed based on a request from a user requesting the call-back.

13. The medium according to claim 12, wherein the code further causes the computer to:

- receive a call from the telephony server connecting to the user;

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identify, by the call center, the agent station to respond the call; and
route the call to the agent station to generate the routed call.

5 to:

14. The medium according to claim 13, wherein the code further causes the computer to:

receive, by the telephony server, a request for the call-back issued by the user via a web page on a browser, the request comprising a telephone number, to be used for the call-back; and

place the call to the call center.

15. The medium according to claim 11, wherein the code further causes the computer to place and bridge the call-back to the user based on the telephone number after detecting the DTMF tones.